

Jefferson County Human Services
Incident Report
Reporting Protocol for Children Receiving Waiver Services

CRITICAL INCIDENT REPORTING

What is a critical incident?

A critical incident is any actual or alleged event or situation that creates a significant risk or serious harm to the physical, mental health, safety, or wellbeing of a child. The critical incidents that must be reported to your Support and Service Coordinator include:

- Any abuse or neglect of the child known or suspected
- Errors in medical or medication management that result in a significant adverse reaction that requires medical attention
- The initiation of an investigation by law enforcement of an event or allegation regarding a child as either a perpetrator or victim, unless such action is a component of an approved crisis or treatment plan.
- Significant and substantial damage to the residence of the child or service provider.
- Use of isolation, seclusion, or restraint by a service provider which is not included and approved as part of a behavior support plan.
- An unexpected event or behavior that causes a serious injury or risk to the child; which may include running away, setting a fire, violence, hospitalization resulting from an accident, hospitalization for medical reasons, suspected or confirmed suicide attempts, or death of the child.
- Police contact

Any of the above incidents must be reported to the waiver worker within 24 hours of the critical incident being reported or occurring.

Why is a critical incident reported?

- The assurance of health, safety, and welfare of your child is a condition of all Medicaid Waivers by the Federal Centers for Medicare and Medicaid Services.
- One of the ways both the State and contracted agents assure health, safety, and welfare of your child is by individually reporting, monitoring, and resolving critical incidents.
- To address incidents as they occur and decrease the likelihood of a recurrence.

How is a critical incident reported?

- As soon as possible families and providers are required to report critical incidents to their Case Manager and Service Coordinator.
- Case Managers and agency staff are responsible for informing Service Coordinators – please do this through email with the following information included:
 - **Date of incident**
 - **Identify what type of incident occurred**
 - **Hospitalizations (medical and emergency mental health) – name of hospital, admission and discharge dates**
 - **Detention Centers, Shelter Care, Jail**

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